

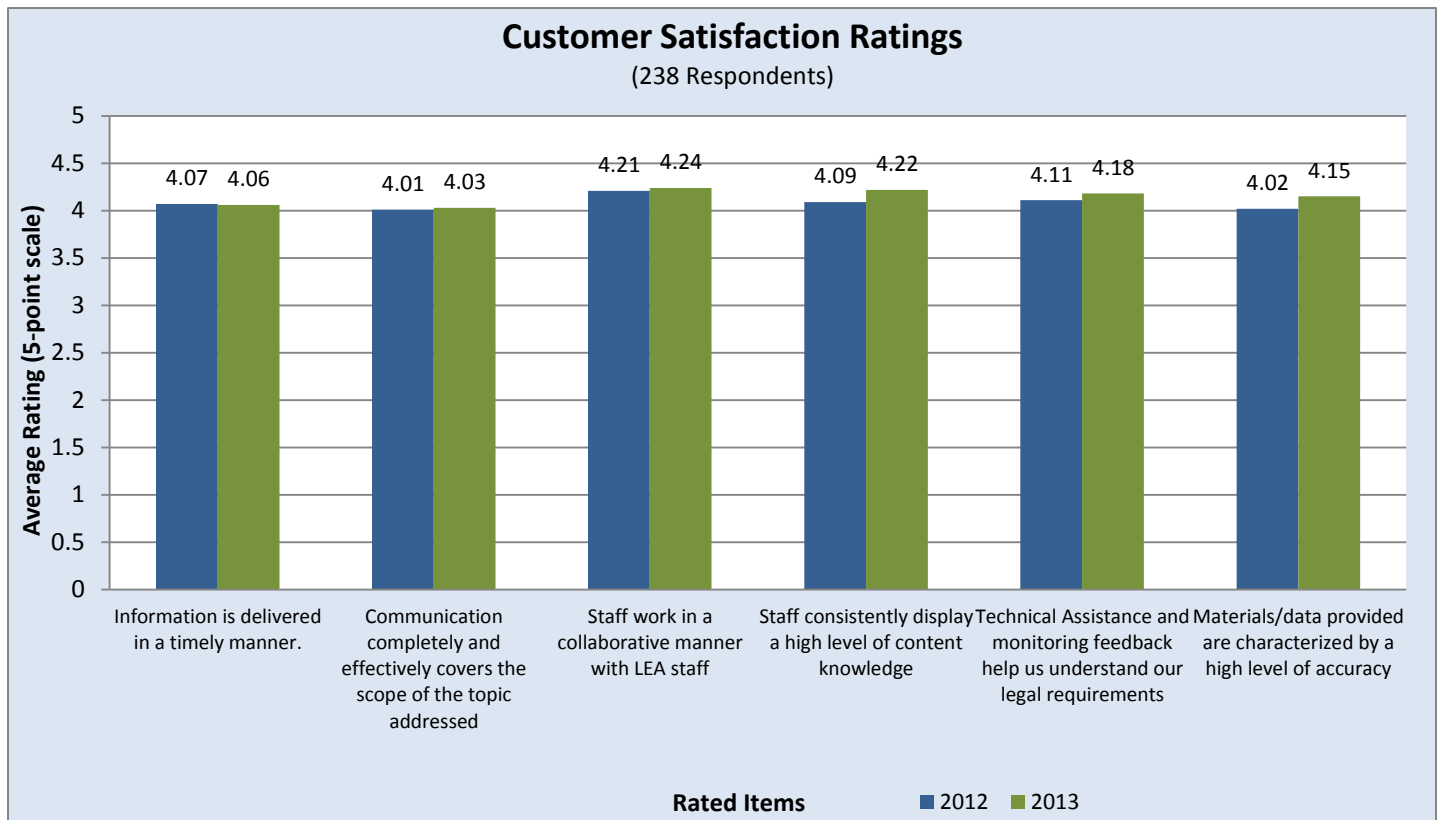


State of Arizona
Department of Education

March 1, 2013

Dear Colleagues,

Thank you for taking the time to respond to the Exceptional Student Services (ESS) annual customer survey. The purpose of the survey was to measure external customer satisfaction on current ESS services, and to identify issues and opportunities for improvement from your perspective. We want to provide you a summary of the results and the next steps ESS plans to take to address the results. The survey was sent in November 2012 to 600 school districts and charter schools, with a 39.6% response rate. After careful review and discussion of your feedback, we've defined strategies to improve areas specifically noted in scores and comments.



Exceptional Student Services is defining strategies that will assure consistent and reliable communication and support for educators in the field; increase timely responses to inquiries; and provide more opportunities for trainings and workshops presented in varied formats. Also, ESS is in the process of designing an improved web site with plans for a short training on navigation of the revamped site. Customer feedback is critical for ESS to enhance its services; therefore, we will work to increase next year's survey response rate to allow for broader representation.

Thank you again for your partnership, support, and commitment to Arizona's students. We look forward to serving you in the future.

Sincerely,

The Exceptional Student Services Team Members

